



CenturyLink
1600 7th Avenue, 15th Floor
Seattle, Washington 98191
206-345-6224 (phone)
425-301-8411 (cell)
E-mail: phil.grate@centurylink.com

Phil Grate
Director Montana
Regulatory and Legislative Affairs

January 16, 2015

Ms. Laura J. Farkas
Commission Attorney
Montana Public Service Commission
1701 Prospect Avenue
P.O. Box 202601
Helena, MT 59620-2601

Hand Delivered

Re: PSC Docket No. N2014.4.38 Staff Information Request dated March 18, 2014

Ms. Farkas:

This letter is a very tardy response to the PSC Staff information request contained in your letter addressed to Tre Hendricks and me dated March 18, 2014. In pertinent part, your letter provides:

PSC Staff requests customer trouble report information by month, by exchange, and for the latest two years available. Specifically, for each Montana exchange PSC staff requests the number of trouble reports, the number of those trouble reports that are repeat trouble reports, and the trouble report rate per 100 lines. In addition, PSC staff requests the number of out of service (OOS) tickets for each exchange, the number cleared in 24 hours, and the percentage cleared in 24 hours. Finally, the PSC is requesting repair access information regarding average wait time and any other available metrics for measuring repair service by month in Montana.

On April 18, Qwest Corporation d/b/a CenturyLink QC ("CenturyLink QC") provided the following:

Attachment C containing average repair call center wait time performance by month for calendar years 2012 and 2013 and the first two months of 2014.

On May 16, 2014 CenturyLink QC filed the following confidential information under protection from public disclosure pursuant to PSC Order No. 7345:

Confidential Attachment A containing trouble reports and trouble reports per 100 access lines by month by wire center for calendar years 2012 and 2013 and the first two months of 2014.

Confidential Attachment B containing out-of-service (OOS) tickets, OOS tickets cleared in 24 hours and percentage of OOS tickets cleared in 24 hours for each wire center by month for calendar years 2012 and 2013 and the first two months of 2014.

In my April 18, 2014 transmittal letter to you I wrote:

Staffs also requests repeat trouble reports by month by wire center. The PSC has established no metric or standard for this service quality measure and CenturyLink does not track this data as a matter of course. Although the data is not readily available, CenturyLink's Information Technologies group is gathering this data from our data archives and programming to provide a report to the extent possible. We expect to be able to provide this confidential data by the end of April and will supplement our response when the report is available.

Yesterday I was preparing a package of for the Montana Consumer Council of the confidential data CenturyLink QC has provided the PSC in this docket that is protected from public disclosure under PSC Order No. 7345. As I was going through the submissions, I realized CenturyLink QC had never filed the confidential data described above. I am deeply sorry for this omission.

With this transmittal Centurylink QC provides under protection from public disclosure pursuant to Order No. 7345 on yellow legal sized paper and on a computer diskette the following:

Confidential Attachment D containing repeat trouble reports by month by exchange for the latest two years available. The data includes repeat trouble reports for 26 months starting January 2012 and ending February 2014.

With my apologies,

A handwritten signature in black ink, reading "Philip E. Grate". The signature is fluid and cursive, with the first name "Philip" being the most prominent part.

cc: Tre Hendricks
Robert Brigham
Shelley Glueckert